



HANDOUT - F

FOLLOW-UP/RETENTION ASSESSMENT TOOL

Culture of Follow-up/Retention: Elements	Our local area/program has this	This issue needs work	What we can do to improve
Fostering Relationships			
With Youth:			
• Develop relationships well before placement			
• Ensure opportunities for relationships to develop incrementally			
• Create an atmosphere of trust			
• Make sure caseloads are realistic for developing relationships			
• Provide training and support for case managers			
• Use a team approach			
With Employers:			
• Systematically link with employers			
• Focus on meeting their needs			
• Create an efficient structure for working together			
With Educational Institutions:			
• Systematically link with educational institutions			
• Focus on meeting their needs			
• Create an efficient structure for working together			



Performance Enhancement Project
Designing a Follow-up/Retention System to Enhance Youth Customer and WIA

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Building Skills for Retention			
Provide soft skills training:			
<ul style="list-style-type: none"> Punctuality, professional dress, body language, receiving feedback/criticism, etc. 			
Provide life skills training:			
<ul style="list-style-type: none"> Money management, contingency planning, workplace harassment, and dealing with job problems, etc. 			
Provide hard skills or occupational skills training:			
<ul style="list-style-type: none"> Skills related to a specific trade or position 			
Preparing For Placement			
Collect & update youth contact info frequently, especially just before placement			
Make sure youth are aware of follow up services			
Establish schedules for regular contact			
Make sure youth are really "job-ready" or "school-ready" before placement			
<ul style="list-style-type: none"> Prevent soft exits and program dropouts 			
<ul style="list-style-type: none"> Hold pre-exit conferences with youth to check in and prepare for transition 			
Placement in the "Right" Job or School			
Make sure youth really know what they want to do			



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Determine what are "good jobs" in your area			
Make sure job/school logistics are suitable			
Work with employers who offer "good" jobs			
Work with educational programs that lead to nationally recognized credentials			
Providing Post-Placement Support			
Act on established schedules for regular contact between youth and case managers			
Help youth find volunteer mentors			
Make sure crisis intervention services are available to help youth deal with sudden emergencies			
Develop meaningful individual and group support activities that are convenient for youth			
Make sure staff are available to deal with youth when they need help			
Provide incentives for continued contact and achieving retention/advancement benchmarks			
Promoting Advancement			
Keep career advancement plan updated			



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Provide advice to youth about asking for raises or promotions at work			
Offer skill upgrading opportunities			
Data Quality			
Frequency of data entry:			
<ul style="list-style-type: none"> Enter data regularly 			
<ul style="list-style-type: none"> Train staff on the importance of frequent data entry 			
<ul style="list-style-type: none"> Use ticklers (electronic or paper) to help staff remember dates for exit-based and real-time measures 			
Accuracy of data entry:			
<ul style="list-style-type: none"> Use system and staff edit checks 			
Use supplemental information as a proxy for UI wage data to provide a fuller picture of youth performance			
Ensure data quality after exit:			
<ul style="list-style-type: none"> Train staff on MIS follow-up screens 			
Contract Options			
Determine how you will contract for follow-up and retention services:			
<ul style="list-style-type: none"> Add follow-up to existing contracts 			



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• Use a separate contract for follow-up			
• Add follow-up to an overall case management contract			
Contract periods longer than one year			
Youth RFP must reflect follow-up structure			
Providers receive support to make follow-up related changes			
Smooth Transitions			
Determine who decides when youth are:			
• Ready to be placed			
• Ready to exit WIA			
Determine exit policy			
• All providers know about and understand exit policy			
De-emphasize exit to youth			
Make sure follow-up staff work extensively with youth prior to placement			
Caseload Considerations			
Keep caseloads manageable and effective			
Create a tiered system of individual follow-up services:			
• Develop targeting criteria			



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Other			